



MISSOURI

Department of Social Services

2024 Version 2.0



ASPIRATION

Empower Missourians to live safe, healthy, and productive lives

THEMES

Innovative technology solutions to enhance citizen experience and gain capacity

- Automate tier 1 on the IVR to streamline information and provide more expedient customer service. **(Rylea Less/Matt Hampton)**
- Implement a DYS Case Management System to streamline process, efficiency, and maintain cohesive, accurate records of youth in treatment. **(Christina Wood)**
- Develop a foster parent portal to enhance communication and services provided to children and families working with the foster care system. **(Melissa Selsor)**

Cross-divisional/ departmental collaboration to improve outcomes and serve citizens more holistically

- Collaborate with Family Support Division in a pilot location to partner and implement processes and practices that improve service to families engaged in both systems and provide a holistic and seamless experience. **(Shasta Miller)**
- Across the entire Department of Social Services, create a consistent onboarding approach to engage team members, create & implement a shared identity, and sense of belonging to positively impact the on boarding experience and increase retention. **(Nephari Luckett/Johana Bisges)**

Leverage data in an intentional way to improve outcomes and drive sound decision making

- Utilization of data dashboards to increase data availability to improve CA/N front-end practices and outcomes for children. **(Kara Wilcox)**
- Use data from Current, FAMIS, and MEDES to improve performance and increase productivity. **(Kicia VanZandt and Dan Watson)**
- Use data to refine practices, policies, and payment methodologies to improve outcomes for pregnant and postpartum women, and their infants. **(Ashley Wilson)**

Build and develop an environment of continued professional development for our workforce

- Provide opportunities across the Department for job shadowing and cross training to further develop skillset and knowledge of all team members. **(Courtney Hall)**
- Aligning with Department on boarding initiative develop improved, consistent hiring, and training processes in order to enhance the employee on-boarding experience in the Children's Division **(Christine Steele)**
- Aligning with Department on boarding initiative, incorporate best practice methodologies for effective time management to impact capacity for team members and efficient workforce strategies **(Hillary Callahan/Dawn Pehle)**

Approved
Feb 2024